

Data Collection Instructions

LIHEAP Service Providers

STEP 1 – Data Collection

On October 1, 2015, the LIHEAP Service Provider(s) will begin collecting household level data for LIHEAP Performance Measurement and DES reporting.

STEP 2 – Prepare Data File

On a monthly basis, *no later than the 15th of each month*, the LIHEAP Service Provider(s) will submit to DES a data file containing the list of households that received benefits for the previous month through the following programs: Low Income Home Energy Assistance Program (LIHEAP), Short-Term Crisis Services (STCS), and Neighbors Helping Neighbors (NHN).

STEP 3 – Submit Data File via FTP site

The data file must be submitted in an Excel (.xlsx) file only via a secure FTP site by the due dates listed below, beginning November, 2015.

<i>Reporting Month</i>	<i>Due Date</i>
October	November 15th
November	December 15th
December	January 15th
January	February 15th
February	March 15th
March	April 15th
April	May 15th
May	June 15th
June	July 15th
July	August 15th
August	September 15th
September	October 15th

The File Transfer Protocol (**FTP**) is a standard network protocol used to transfer computer files from one host to another host over a network, such as the Internet. **FTP** is built on a client-**server** architecture and uses separate control and data connections between the client and the **server**. Therefore, each LIHEAP Service Provider shall set up an *FTP Client* (An **FTP Client** is a software which uses the **FTP** protocol to transfer files to and from a remote computer.). There is free Client software available online (i.e. FileZilla, CuteFTP, Internet Explorer, etc.), and there is client software for purchase, as well. DES *cannot* provide a recommendation; therefore, these are only examples.

DES is gathering contact information from the providers in order to set up an FTP site and assign passwords for the users of the FTP site. In return, DES will share the FTP site *link*, *login*, and *password* with each user *verbally*, as is required by DES.

The LIHEAP Service Provider(s) will only have access to their own folder on the FTP site.

The FTP site will store files for 14 days, then automatically delete the file(s); therefore, it's necessary for DES to retrieve data within 14 days of the posting date.

A Data Sharing Agreement is required to exchange data with DES through the FTP site. Each LIHEAP Service Provider will receive a Data Sharing Agreement from DES related to the exchange of data on the FTP site. The purpose of the Data Sharing Agreement is to obtain a commitment from the Providers to ensure protection of passwords and data containing personally identifiable information. A LIHEAP Service Provider's Data Sharing Agreement must be signed and on file before DES will assign passwords to its users of the FTP site.